

April 29, 2005

10124708

Administrator, NHTSA
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

RE: Honda Safety Recall GL1800/A #17

Dear Administrator, NHTSA,

The attached letter to Nichaus Cycle Sales has been sent in an effort to resolve an inspection procedure problem, which I believe to be critical to the safe operation of the vehicles named in the Recall. The problem is that the inspection procedure is not being followed as engineered and the owners are not getting the necessary corrective action as a result.

I am certain that my problem is not an isolated incident and if the failure were not so catastrophic and life threatening I would not be writing this letter.

Respectfully,

2005 MAY 31 AM 2:50

EXECUTIVE SECRETARIAT
400 SW 26th PD 1-06
TRANSPORTATION DEPARTMENT

13 BRIERWOOD
ATHENS, ILLINOIS 62613

Edi
6/1/05

April 28, 2005

Niehaus Cycle Sales
718 Old Route 88 North
Litchfield, IL 62058

SUBJECT: HONDA RECALL MAINTENANCE

Dear Niehaus Cycle

My name is [redacted] own a 2001 Honda GL1800, VIN Number 1HSFC47081A that I brought to your shop for the frame inspection recall on 04/26/2005. My appointment was at 9:00 AM and I arrived at about 8:45 AM on that day. Brian Niehaus, Vice President told me they would perform two recalls on my Honda. I asked if he had all of the parts, and he said yes. I asked about the kill switch recall and he said that it didn't apply to my Honda. I told him I had heard about the ECM recall and the overheating problems that some were experiencing, and that I have never had any problem with my Honda.

About 2 hours later, I returned and he said my Honda was ready to go and that he didn't have one of the harnesses (even though I had asked him prior to working on my Honda if he had all of the parts). He told me he would call me to bring it back in so he could install the harness. I drove back to my home about 71 miles to Athens, Illinois and noticed that the Honda idled at 1200 RPM, about 400 RPM above its normal idle and the engine was burbling like it was running too rich. I touched the top of the kill switch while explaining to my wife why it wasn't looked at and the engine died, I restarted it three times and repeated the same procedure with same outcome.

I called back to Niehaus Cycle and spoke with Brian Niehaus and explained what had just happened and he said they would see how it acted after the harness is installed.

My concerns are, my bike ran PERFECTLY before I brought it in for mandatory recalls, now it runs poorly. I have read all of the Service Bulletins and Recalls listed and the applicability. I have receipts for two work items, which I know one was not completed because a harness must still be installed. More important than that, I am concerned about the frame inspection and the time required to actually do the work as outlined in the service bulletin and whether it was inspected properly or just signed off. I checked with Honda about any recalls still outstanding on my 2001 Honda GL1800 and found that they had been cleared, how could this be when a part still needs to be installed and my Honda is running poorly following maintenance in your facility?

I ride with a passenger when we take trips on my GL1800 and my wife and I cannot afford to take any chances of a major frame failure because of an inspection, which was not completed correctly as was the other maintenance performed this day. I seriously doubt if your company would want the liability involved in a catastrophic accident due to faulty maintenance performed in your facility.

I urge you to correct these unresolved problems which you have created on my 2001 Honda GL1800 as soon as possible as it would be in the best interest of all concerned.

Sincerely,

Cc: American Honda Motor Co., Inc.
[redacted]